

2015-2016 Broadband Update

The WNYRIC has been collaborating with key local BOCES staff in creating, issuing and awarding a new request for proposals (RFP) for the region's Gigabit Broadband Service contract which will be effective as of July 1, 2015.

The RFP was awarded to Time Warner for the first five-year term. This exercise evolved over the past eighteen months and is now in the final stages of contract negotiations with Time Warner.

We wanted to share with you some highlights of the new service that has been negotiated. Industry leaders in the consulting and analysis of infrastructure RFPs were used throughout this process:

- The monthly recurring fee for the circuits has been aggressively negotiated.
- An aggressive Service Level Agreement with the vendor has been developed that includes the following metrics:
 - 99.99% circuit availability
 - Priority 1 outage repairs within 4 hours
 - Guaranteed roundtrip packet times less than 25ms
 - Quarterly reports on bandwidth, jitter, latency and uptime
 - Financial penalties if these metrics are not met
 - Financial penalties if repair time exceeds our defined requirements
 - Financial penalties for recurring billing errors
- Reduced distance of the “last mile” of fiber runs, with the new connections terminating at the closest Time Warner facility
- New hardware at all district locations that will provide a copper hand off; thus reducing the need to replace costly fiber connectors
- Guaranteed private traffic within the “WNYRIC Network”
- Primary and Disaster Recovery path will now be equal in throughput.

In conjunction with these added benefits of the new service the, WNYRIC will continue to provide you with the following:

- An industry leading firewall
- An industry leading router
- Industry leading intrusion prevention
- Multi provider 10GB Internet connections; to minimize interruption of service
- Experienced WAN support team with over 100 years of combined experience

Extensive negotiations are proceeding with Time Warner. You will continue to receive updates as the process continues.